

ATS SERVICES

ATS provides an array of enabling and enhancing voice and data services:

Telephony Services

Enabling Services:

Provision, Install, Maintain, and Refresh Customer Equipment and Services

- Telephones
- In-Building Wiring/Cabling
- Off-premise Extensions
- "Dry" Data Circuits - On Mall

Provide Basic Voice Messaging Services

- Voice Mail (Pager Notify, "0" Out, Distribution Lists, Delay Send, Confirm, Receipt)
- TDD Access

Enhancing Services:

Operator Services

- Public Information
- Direct Inward System Access (DISA) - Attendant Supervised
- Meet-Me Conference
- Attendant Controlled Conference

Other Value-Add Products and Services

- Page From Station
- Listen Only From Source
- Custom Recordings
- Special Assemblies
- System performance and Maintenance Reports

Provide Enhanced Voice Messaging Services

- Auto Attendant
- Info/Intercept
- FAX - Station
- FAX - Agent
- FAX-on-Demand
- Voice Forms
- Message Desk
- Automated Call Distribution (ACD)
- Interactive Voice Response (IVR)
- Computer Telephony Integration (CTI)
- Predictive Dialing System (PDS)

Consulting Services

- Voice Mail Training
- User Training (Telephone, Voice Messaging, Special)
- Billing Services
- Pre/Post Sales Support
- Telephone System Design (Dialing Plans, Network Layouts, etc.)

Call Center Services

- Call Center Systems
- Automated Call Distribution (ACD)
- Interactive Voice Response (IVR)
- Computer Telephony Integration (CTI)
- Predictive Dialing System (PDS)
- Call Center Wall Boards
- Remote Call Center Telephone Equipment

Network Access Services

On-and-off-campus data communication services are provided through a centrally managed WAN operation. These include the fiber optic networks on the Phoenix and Tucson campuses, and leased lines to several Arizona cities and towns. Various line speeds and communications technologies are applied depending on the business need of a given agency. WAN services include:

Enabling Services:

Provision, Maintain, Operate, and Refresh Network Customer Premise Equipment

- Hubs
- LAN Switches
- Routers
- ATM Switches
- Gateways
- Network Management

Administrative Support

- Billing Services
- Contracts Management/Administration

Enhancing Services:

Value-Add Services

- Virtual Private Network (VPN) Solutions
- Network Traffic Load Analysis

Consulting Services

- Network Architecture, Design and Engineering

- System Architecture, Design and Engineering
- Facility Architecture, Design and Engineering

Internet Enabling Services

Messaging Services Engineering

- Internet Web Hosting
- Internet Web Search Engine Administration
- Internet Web Database Integration
- Internet Netnews Services
- Internet Proxy Services
- Internet Electronic Email Hosting
- Enhanced Simple Mail Transfer Protocol (SMTP) Gateway - State Electronic Mail Hub
- File Transfer Protocol (FTP) Support
- State Internet Domain Name Registration Authority (state.az.us)
- Domain Name Service (DNS) Administration
- Internet Firewall Security
- Network Directory Services

Administrative Support

- Billing Services
- Contracts Management/Administration